

BUSINESS INTELLIGENCE

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Wellbeing in the Workplace

page 20



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Service Launch Shakes Up Vehicle Leasing Market

Automotive Funding Solutions (AFS) is a vehicle leasing company in Beverley run by Chris Goodman and his team.

The company is shaking up the market with the launch of its free fleet management service, saving organisations up to £2,000 per month on their vehicle fleet.

Chris says: "Following a review of our service and that of our competitors, we saw an opportunity to improve further the customer experience. Some brokers charge for services that we were already offering and we see no reason to add unnecessary costs so we've now launched our free fleet management service."

"This new offering includes a huge range of services such as: regular mileage analyses of company fleets and accompanying mileage amendments if required, arranging contract extensions, the provision of European travel documentation and accompanying advice, grey fleet support (for personally owned cars), short-term hire assistance, cherished plates, assistance with fines, early terminations, re-financing balloon rentals, vehicle collections, contract novations and transfers, and more."

"To prevent charges at the end of contracts we keep in touch throughout, asking customers to update us on changes as they occur. This helps us to manage and minimise costs on an ongoing basis rather than waiting until the contract ends. We find this, combined with exceptional service levels, is the key to creating long-term client relationships."

Chris is a Chartered Accountant and provides advice on business taxation and the most cost-effective way to acquire vehicles.

Team members Holly (office manager) and Emily (administrator) have both come through the national apprenticeship scheme.

AFS looks after some of the region's largest organisations as well as many smaller businesses with just one or two vehicles. No matter the size of the fleet, the team is proud to provide the same outstanding quality of service.



Donated Buses Find New Home at Westcott Primary School

Westcott Primary School in Hull has this week received two decommissioned buses from local bus company East Yorkshire, with each set to be turned into education hubs.

The buses had originally been loaned to Humber Street Sesh, one of the UK's biggest unsigned emerging talent festivals, who used them as part of their growing graffiti programme, with both being painted by world-class artists during the festival.

Now creating a striking visual presence in the playground of Westcott Primary School, the buses will be renovated by the school's PTA group, Friends of Westcott. The first will be used as a school library to give the children a quiet space to enjoy reading, while plans for the second are still being considered.

Commenting on the donation of the buses, Ben Gilligan, Area Director for East Yorkshire, said: "We are delighted to be supporting our local community in this way, working directly with a local primary school to encourage reading and learning in a new and interesting environment.

"The vehicles are no longer needed in our fleet and have been replaced by brand new, ultra-

low emission buses which are already on the road, improving our air quality. By re-using the old buses, the vehicles will no longer be scrapped, further reducing the impact on the environment."

Headteacher at Westcott Primary School, Deborah Tague, commented: "I had seen the idea of using a bus as a library many years ago with a converted London bus, so when we spoke with East Yorkshire about the possibility of using their decommissioned buses, we were excited about the opportunities this would create for our children. We're also exploring options of adding outside seating areas to create a wonderful space for learning."

The artwork on the buses was created by Yorkshire-based artists Marcus Method, ZuluTriK9 and Sergej Komlov, who used different styles and themes to get their ideas across. Marcus and ZuluTriK9's graffiti art showcased bright colours and patterns as well as a highly detailed piece inspired by

the New York metro system. Sergej used photography to create patterns covering one side in colours and shapes taken from buildings across the city.

Deborah Tague added, "The fact these buses are adorned with such fantastic works of art links really well into projects our children are working on in school. They have been creating their own graffiti artwork, including looking at styles of work from the artist El Seed who emphasises messages of peace and tolerance. We are looking at options to add the children's work to the inside of the buses to continue the graffiti theme."

Friends of Westcott are now starting the process of getting the buses ready for day-to-day use and are appealing to local businesses who can offer support with supplies and materials which can be used in the renovations. Anyone wishing to offer support or find out more can contact friendsofwestcott@outlook.com

Boost Your Chances of Recruiting and Retaining the Best Talent

A Lincoln-headquartered HR specialist is reporting rising demand from busy employers determined to get their recruitment practices right first time – and develop the best talent already working within their companies.

Amica HR Services, which has a base in C4DI in Hull, said that in today's intensely competitive environment, increasing numbers of employers are taking the Assessment Centres route to finding the best candidates to fill vacancies, as well as to retain and maximise the potential of the rising stars they already employ.

Amica Director Suzanne Tricker said: "We are finding that more and more businesses are placing greater importance on the need for careful selection to make sure, as far as possible, they take on new recruits who are 'able to hit the ground running'".

Considering they are often faced with hundreds of applications, or when they are looking to promote someone internally to a highly specialised post, this can be a savvy move.

"Companies which are managing high growth or expanding quickly – with maybe several branches at home and overseas – are finding the Assessment Centres route is invaluable in helping them to select rising stars who should be pinpointed for potential promotion or leadership roles," said Suzanne.

Selection centres can be convened within a company's head or branch office or set-up in a 'neutral venue,' such as an hotel.

"It all depends on the individual company and the type of staff they are looking for, but when it comes to the selection and development

of emerging talent, that process often leads to us being asked to take things further and devise a development programme for several employees," said Suzanne.

In some cases, Amica HR Services will then call on the expertise of the professional business coaches they are partnered with.

According to the Chartered Institute of Personnel & Development (CIPD), on average one-third of companies use assessment centres to select a new employee from a pool of candidates.

They are seen as one of the most reliable methods of assessing candidate employees, compared with interviews or other methods.

Used alone, these may be as low as 15 per cent accurate – but when scores from several different selection exercises are combined, accuracy levels can rise to more than 60 per cent.

Assessment Centres are generally accepted as a 'fair method' of selection because they provide equal opportunities for all candidates and the selection is based on merit. They tend to provide more information about a person's fit, skills, competencies and future potential than nearly every other method of recruitment.

The costs associated with the use of assessment centres are usually generally lower than those which involve a firm going through several phases of recruitment.



Suzanne Tricker

“Companies which are managing high growth or expanding quickly – with maybe several branches at home and overseas – are finding the Assessment Centres route is invaluable in helping them to select rising stars who should be pinpointed for potential promotion or leadership roles”

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The Taxing Issue of IR35 and its Impact on Employing Contractors and Freelancers

If you are a medium or large business that relies on freelancers or contractors in any part of your operation, it's now time to tackle the thorny issue of off pay-roll workers, advises Wilkin Chapman Partner and employment specialist Richard Parnell.

New regulations, which represent a change to what is known as 'IR35', were unveiled by the chancellor in his 2018 Budget. Having operated in the public sector since 2016, they are now on their way to the private sector, with a planned start in April this year for all other than small businesses.

Recent research has prompted another call for businesses to ensure they are fully aware of the above – a survey confirmed that 71 per cent of 500 decision-makers in business were unaware of the date that the changes come into effect (06 April 2020), with more than half stating that they hadn't received enough information and claiming that the changes were contradictory or confusing.

Meanwhile, fewer than four in 10 of those surveyed confirmed they had a clear strategy in place for dealing with the changes, which suggests that almost 75 per cent of businesses were not ready.

Between now and April, all businesses affected must assume these measures will go ahead, even though a pre-election pledge was made by the Chancellor, Sajid

Javid, to review IR35 as part of his party's manifesto to support self-employed workers.

With Brexit an absolute priority, it remains to be seen whether this review will take place – despite a written document from MP Sir John Redwood to the Chancellor on December 17, suggesting that such a review should start 'immediately'. This was followed by three MPs tabling formal questions to Mr Javid asking about the review's start and end date, together with the steps the review will take, and what a future IR35 will look like.

“So, as it stands, what do the changes mean? Simply put, medium or large organisations engaging with consultants, contractors or freelancers must decide if income tax, employee NICs and employer NICs should be deducted at source depending on that individual's 'employment status'.”

So, as it stands, what do the changes mean? Simply put, medium or large organisations engaging with consultants, contractors or freelancers must decide if income tax, employee NICs and employer NICs should be deducted at source depending on that individual's 'employment status'. Based on certain factors, the person, or people, may need to be regarded as an 'employee' – unless a business can change the relationship to avoid this.

There is a non-exhaustive list from which a business can start to determine what the 'employment status' of a contractor is and how it is likely to be viewed by HMRC.

HMRC will require those businesses which fall foul of the new regulations to pay income tax and employee and employer NICs on behalf of the contractor as if the contractor was employed by the business.

The burden of risk for compliance purposes therefore shifts from the contractor to the business that engages them. If HMRC carries out an investigation and discovers that a business has failed

to comply with the new legislation for a number of different contractors it would then have to make multiple payments, which could be substantial.

It is critical that if they have not already done so, all businesses should immediately put in place a clear policy in relation to the issue of contractors, and make a clear separation between those people who are directly employed by them and have the protection of employment rights, and those who are contractors or freelancers and as a result are not entrenched into the business in the same way.



Our team

Recognised in the leading legal directories, our 10 strong specialist legal team have the experience of providing employment and HR advice to a range of private and public sector organisations both large and small.

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Di Garbera receiving her Award from Fabian Hamilton MP, President of the IAB and MP for Leeds North East

Goldings Celebrates 10 Years of Providing Funded Accounts Training

An award-winning Sage training provider is celebrating its tenth year of delivering courses which have been acclaimed for improving the bottom line of SMEs across the Humber region and Lincolnshire.

Golding Computer Services began offering the computerised accounting for business courses and qualifications in partnership with the International Association of Bookkeepers (IAB) in 2010.

Since then Di Garbera, a director of the company, has trained hundreds of people and gained the accolade of Tutor of the Year at the International Association of Bookkeepers' (IAB) Awards in 2019.

Di's latest endorsement has come from Sarah Fenwick, who hit the headlines during 2019 with the successful launch of The Tree Fellas Hull Ltd, set up with her partner Gareth Pennington after the couple met in care. Sarah, who combines her Tree Fellas role with advising others as Young Person's Youth Enterprise Champion, is now challenging for student of the year in the 2020 IAB Awards.

She said: "Learning about the whole process of VAT and tax and profit and loss was a big part of getting Tree Fellas where we are. When Di was doing the training she related it to the business so it was tailored to our needs, which is important."

The courses are available as one-to-one, group sessions and distance learning. Funding is available subject to eligibility.

Di said: "The number of businesses taking the course is increasing and they are much more diverse – you only have to look at the last few months to see the variety of companies and roles, helping admin and finance staff, owners and managers.

"We want to get as many people as we can on board and as quickly as possible because that could enable us to secure more funding and help more businesses."

Expert Urges Business Owners to Check Rates as Revaluation Looms

Business owners are being urged to act now to check their rateable values with just over a year to go until the next major changes.

Adrian Smith, founder of AS Rating, said the arrival of this year's rates demands presents the ideal opportunity to check that property details held by the Valuation Office Agency (VOA) are accurate and will not result in costly errors with the next revaluation in April 2021.

Adrian warned that an error in a business's favour can still affect their bottom line adversely because increases imposed to remedy mistakes can be backdated. He also advised that the business rates review promised by the government is unlikely to influence the 2021 revaluation.

He said: "Rates bills which will arrive from March are likely to be increased by the new level of Uniform Business Rate. Other factors might include removal or adjustment of rates reliefs, potential adjustment from transitional relief, any measures in the March 2020 budget and any significant changes to a property.

"The bills for next year will come out at a similar time and will reflect the revaluation from 1 April 2021. The VOA is working on it now based on an analysis of rents from April 2019. There will be winners and losers and the draft list will be published later this year.

"Rather than wait for that, businesses should act now to check survey details and the subsequent rateable value as well as any rates reliefs, because if the current rateable value is based on incorrect information it's also likely to be wrong when they do the next one.

"The 2021 rating list will last for three years or possibly longer because it can take a long time to recover any money you are owed if you have to go through the Check, Challenge, Appeal system."

To find out more about the issues please visit www.asrating.com



Will 2020 be the Year You Make the Most of Innovation Tax Reliefs?



It's the start of a new decade and with that comes the chance to have a fresh look at everything that is happening in your business.

It is likely to be the most active decade for innovation that the world has ever known, with continuing advances in artificial intelligence and green technology and solutions to save the world, given even more focus by the competition announced over the New Year by the Duke of Cambridge with Sir David Attenborough. Innovation is surely going to be omnipresent!

You must also ask yourself the question, "Am I paying the right amount of tax?". When it comes to your corporate tax bill, which ultimately affects your profitability as much, if not more than most costs in your business, the question you should be asking is "Am I making the most of my available Tax Reliefs?".

Generally, Tax Reliefs are a legitimate way of reducing a company's tax liability. Government have legislated tax reliefs for innovation, open to companies across all industries.

Research and Development Tax Relief

The definition of Research and Development for Tax Relief is 'a company must be undertaking a project to seek an advance in science or technology through the resolution of scientific or technological uncertainties. The advance being sought must constitute an advance in the overall knowledge or capability in a field of science or technology, not a company's own state of knowledge or capability alone.' Finally, a competent professional operating in the field mustn't be able to deduce a solution readily.

There are two R&D Tax Relief schemes, the SME Scheme and RDEC Scheme.

The SME Scheme is for small and medium-sized entities who employ less than 500 people and have a turnover of less than €100m, or a gross asset value on their Balance Sheet of less than €86m, who are performing research and development at their own financial risk.

If you don't meet these criteria or you are performing paid R&D for another company, or you've received a grant or subsidy for your R&D, then you can claim under RDEC.

The SME Scheme will deliver tax relief for a profitable company worth up to 24.7% of the eligible spend. A loss making company can surrender their loss up to a value of 230% of the R&D spend for a repayable R&D Tax Credit, which can be worth up to 33.35% of the eligible spend.

The RDEC Scheme is significantly less rewarding at around 9.72% of the eligible spend, but still quite a significant amount of cash.

Patent Box

If your company has actively participated in the development of a product that has been granted a UK or EU patent and you will be actively selling the patented item, or a product with that patented item embedded within it, then you will be able to claim Patent Box. The patented item doesn't have to be your own product, it could be someone else's, but you have to have been involved in the research and development of that product and, more importantly, you have to have an exclusive licence to sell that product within a 'National' market.

The tax relief for a Patent Box claim is an additional deduction from the company's profits that equates to a reduction in the tax charge on the profits derived from selling that product from 19% to 10%. The profits derived is a complex calculation and isn't just a case of tallying up the sales and deducting the cost of sales.

The one thing to be wary of with a Patent box claim is that products with a low volume and/or a low margin might well create a loss for Patent Box (which you really don't want), it's always best to calculate the value of a potential claim first. You can't pick and choose your patents, it's all or nothing!

Designed for Innovation

Both Patent Box and R&D Tax Relief have been designed to encourage businesses to seek innovative ways to improve their existing products or processes or to develop completely new ones. R&D Tax Relief will soon be celebrating its 20th birthday and yet it remains widely underclaimed by businesses across all industries.

Both are also fairly complex and ideally you should seek expert advice that might be outside of your current accountant and tax adviser, if you've always been doing it, they are unlikely to tell you that you might qualify after 20 years!

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Myton Law Advises Cappagh Group on Acquisition of Locos

Myton Law has advised rail freight company DCRail regarding the purchase and overhaul of four Class 60 locomotives. DCRail took delivery of the first of the four locos, which, aptly for the Hull-based lawyers, is named 'William Wilberforce', commemorating the 19th Century anti-slavery campaigner and Hull MP, in mid November.

DCRail specialises in the movement of construction materials by rail and is part of the Cappagh Group of Companies, which provides a wide range of construction services and has an annual turnover of over £100m. The loco investment for an undisclosed sum is part of Cappagh's strategy of moving construction freight off the roads.

Rail, shipping and logistics firm Myton Law advised on both DCRail's purchase agreement and overhaul contract with DB Cargo (UK) Limited. DB Cargo is modernising the four locos for DCRail at the DB Cargo engineering facility near Nottingham. The three remaining locomotives will be delivered by Summer 2020.

The Myton Law rail team was led by Chris Thornes, formerly head of commercial law at DB Cargo UK, before he joined Myton in 2016 following ten years as an in house lawyer in the rail industry.

Cappagh's Director of Rail David Fletcher said, "This is a significant investment for

DCRail and Cappagh and required in-depth rail sector legal expertise. Having worked with Chris Thornes on many occasions, we were pleased to draw on his specialist legal knowledge for these agreements."

The 60046 William Wilberforce loco is capable of hauling the heaviest trains running in the UK, carrying over 2,200 tonnes of material. Initially, this first locomotive will operate in the north of England between Carlisle, over the famed Settle and Carlisle Line, and Boston in Lincolnshire.

In Summer 2020 DCRail will open a new construction freight hub in north London near Wembley and all four Class 60 locomotives will haul materials, including aggregates and construction soils, to the new hub, taking these loads off the roads. Cappagh's aim is to reduce the environmental impact of its operations with each train carrying the equivalent of 110 lorry loads – the CO2 emissions per tonne delivered by rail are estimated to be less than half that of road.

Michael Ferncombe, group managing director of Cappagh, said: "The introduction of the Class 60 locomotives offers DCRail an exciting opportunity to strengthen and expand its service offering. The investment in DCRail supports our strategy to lead the market and meet clients' requirements for a single service provider to manage complex construction projects from start to finish. The combination of using the best of road and rail will reduce pollution and congestion whilst increasing the capability of Cappagh to meet the changing needs of our customers. I thank the team at DB Cargo UK who have undertaken the superb rebuilding of 'William Wilberforce' and we look forward to receiving the three other Class 60s."

Myton Law provides specialist rail, shipping and logistics legal services from its Hull offices overlooking the Humber. The firm's expertise also includes insurance, commercial property, renewables and international trade.

www.cappagh.co.uk

www.mytonlaw.co.uk





Bakkafrost – Sustainable Faroese Salmon

Situated midway between Iceland and the north of Scotland, the Faroe Islands has a population of just over 51,000 – smaller than the cities of Torquay or Durham in the UK.

Yet it boasts an international airline, a Hilton hotel, a two star Michelin star restaurant and some truly stunning scenery.

It is also home to Bakkafrost, one of the leading world names in salmon farming products.

The environment and sustainability are at the core of Bakkafrost's vision which is to produce the highest quality salmon whilst considering the environment.

This is not just a statement, but is central to CEO Regin Jacobsen's declared strategy for the future.

Bakkafrost chairman Runi M. Hansen said: "The aim is moving Bakkafrost into a position to be much more capable to meet future opportunities and meet growing global demand for protein, with healthy and efficiently produced salmon products, and at the same time create value for our company, shareholders and society.

"An important occasion in this direction was the publication of Bakkafrost's new sustainability reports which shows our commitment to keep putting a sustainable and responsible approach to our salmon farming operation at the top of our agenda.

"The company has invested heavily to establish a sustainable future, including the building of a new biogas plant using waste products to produce renewable energy that will not only power its own operations, but also many homes in the Faroes – a project for which it is winning prestigious awards."

Recently Bakkafrost was named as being among the Best Performers in the 2019 Collier FAIRR Protein Producer Index, which ranks the world's largest listed producers on sustainability.

Both customers' needs and sustainability remains top priority for Bakkafrost as they continue to produce high-quality salmon, responsibly as part of its commitment to Healthy Living.

As well as being named among the best performers this year, The GMO Food and Drug Administration in Germany have certified Bakkafrost according the GMO-free standard which is an add-on to their approved Global G.A.P Certification.

With their mission to produce healthy world class salmon, Bakkafrost has the full control over

production and are able to trace its use of marine ingredients from North Atlantic fisheries to feed to the final salmon product.

This enables them to be completely transparent about their sourcing, which in turn also enables the company to be confident in saying they are the best-performing aquaculture company on the non-use of antibiotics in the last 15 years. This is one of the reasons why Bakkafrost have recently become a member of the Sustainable Fisheries Partnership (SFP) Ocean Disclosure Project, allowing their sourcing policy to be completely transparent to the public.

"Sustainability remains a top priority for us, and we will continue to work towards the strategic priorities in our Healthy Living Plan, which includes minimising our environmental footprint and moving towards having all our sites ASC approved in 2020." – Torkil Davidsen the Head of Bakkafrost UK Operations

"We are pleased to welcome Bakkafrost to the Ocean Disclosure Project," said Tania Woodcock, ODP project manager. "Thanks to its fully vertically integrated value chain, Bakkafrost has full control over production."

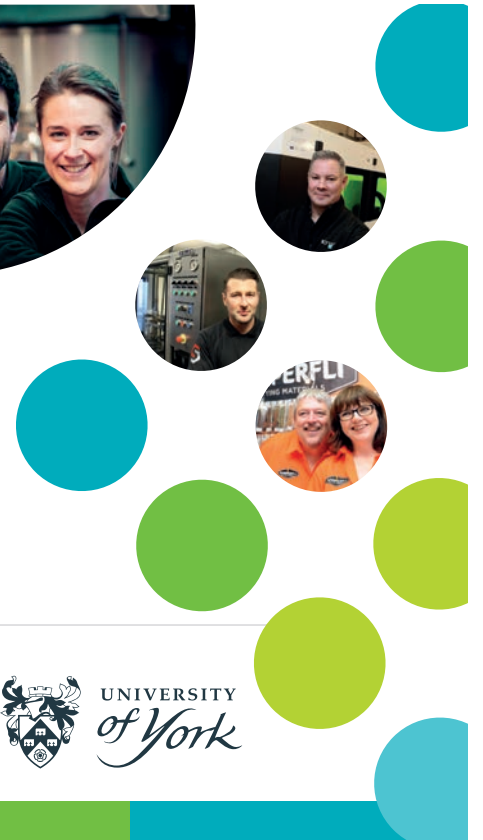


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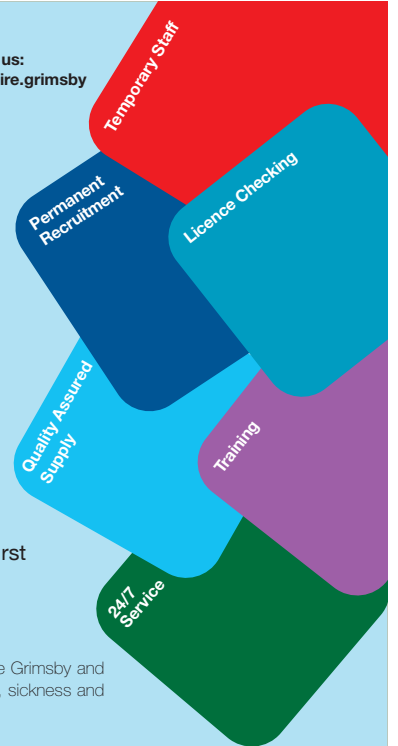
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Matthew Yeo, Managing Director of Security Direct UK

The Pull of Polo is Driving Security Firm's East Yorkshire Expansion

A security company which relocated from Leeds to Beverley because of a passion for polo is heading into its tenth anniversary year with the promise of recruitment and expansion.

Security Direct UK supplies specialist shutters, doors and grilles to corporate and domestic customers around the UK, but less than half of the company's business comes from its home area.

By setting up a presence at The Deep Business Centre in addition to the head office in Beverley, Managing Director Matthew Yeo says the aim is to tap into the growing commercial and residential opportunities in the Hull area.

He said: "We're based in East Yorkshire yet most of our work is across the country, with 60 per cent of orders coming from the London area and a strong client base served by our people in Leeds, Manchester and Birmingham.

"But we've watched how Hull has grown since its year as UK City of Culture. There has been more investment and development which is

good for our business and expanding to The Deep will raise our profile."

Matthew and his brothers Alex (Installations Director) and Ollie (Sales Director) took over the company from their father Stuart in March 2010 and operated successfully in Leeds, where major projects included a £1.5-million contract to fit window grilles to homes as part of a crime prevention initiative with West Yorkshire Police.

But as keen polo players the three were lured to Beverley to play at clubs in Tickton and Market Weighton and they took the business with them, investing in more sophisticated products and building a team of seven to look after a client base of household names.

Matthew said: "We've moved on a lot from those early days of window bars and our work is much more specialised now. A lot of it is online, which

helps us to keep costs down, and our aim in year 10 is to keep growing and maybe recruit one or two more people. We'll also continue to build our reputation by doing a good job because the big brands we work with only give you one chance."

Freya Cross, Head of Business and Corporate at The Deep, said: "Security Products UK is another example of a small business which has been operating under the radar to a degree, a bit of a secret in the Hull area but with an impressive client base of big brands all over the country.

"We specialise in giving businesses of all sizes and at all stages of development the support they need so they can concentrate on the day job, and we hope that our profile and our network of contacts will help Matthew and his team build a local client base."

Intelligencia Training Commence Delivery of New High Profile Counter-Fraud Apprenticeship

Intelligence training specialists Intelligencia Training have recently included the Government's new Counter-Fraud Investigator Apprenticeship Standard to its portfolio of established, innovative intelligence and risk apprenticeships.

The new Counter-Fraud Investigator Apprenticeship Standard was developed by a consortium of sector specialists from within a range of high profile organisations, including Cabinet Office, HMRC, NHS Counter-Fraud and many local authorities, to recognise the skill set and experience required to operate within these challenging roles. The ability to professionalise and formalise the way in which many organisations operate delivers significant advantages.

The Fraud Investigation Standard was developed to provide a recognised and robust pathway for fraud investigators that would allow for parity across sectors and comprehensive development of all knowledge, skills and behaviours associated with being an effective and competent investigation professional.

Building on from their success in delivering cutting edge intelligence and analytical training within both public and private sectors (including Government agencies, public sector departments, law enforcement and custodial sectors, local authorities and the banking / insurance sectors) Intelligencia Training are confident their exposure and experience gained within existing counter-fraud departments will provide tangible benefits.

Intelligencia Training's Commercial Director – Nick Atkinson, commented, "We are proud to announce that we have added this long awaited Apprenticeship standard to our portfolio of cutting edge training programmes to support further our growing number of high profile public and private sector clients. Our engaging delivery models and highly skilled tutors,

that include those who have operated within senior intelligence and counter-fraud roles, will bring significant new skills, knowledge and behaviours to benefit those who, previously, may have not been offered formal counter-fraud training. We are confident that those organisations who have previously utilised our widely publicised intelligence analysis apprenticeship will now look to offer even more role specific programmes to their wider business."

You can read more about Intelligencia Training at www.intelligenciatraining.com



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Bridge McFarland LLP Ranked in the Top Six Law Firms Nationally for Medical Negligence & Personal Injury work

Bridge McFarland LLP were delighted to be selected as contenders for the prestigious 'Firm of the Year' award – there was a shortlist of seven firms outside of London chosen by the Legal 500 Panel.

This is not something firms can nominate themselves for; the shortlist is purely based on the judgement of the specialist panel.

As the only firm to be shortlisted in the East Midlands Bridge McFarland are now confident in their position as industry leaders in this field of law in the local area, and would welcome anyone who has a potential medical negligence or personal injury claim to get in touch directly.

Senior Partner and Head of Clinical Negligence in Louth Stephen Lambert explains why Bridge McFarland stands out from the crowd; "We strive for excellence in everything we do and every client is valued and supported through the process of making a claim. We give the cases we manage the appropriate time and attention necessary to ensure the best possible outcome for the victims of negligence or injuries".

"We have a Professional Negligence department who regularly take on cases where someone who has been the victim of medical negligence or a personal injury has had their case settled by a legal representative for far less than it should have been. Under-settled claims can be hugely damaging to recovery, we would urge anyone considering bringing a claim to go with a properly accredited firm and avoid online-only factory-firms".

Partner Mike Wilson leads on negligence claims in under-settled cases; "If you have suffered an injury you put your trust in your lawyer to be in your corner fighting to get you the best outcome. Unfortunately far too often we see cases where claims have been under-settled because over-worked or under-supervised legal teams are more focussed on churning out cases rather than ensuring every client receives the compensation they deserve."

"I work closely with our Clinical Negligence and Personal Injury teams and they are often dismayed by the lack of care and expertise shown in those cases which can make all the difference between a good result and a bad one."

Partner Lorraine Taylor often advises the Professional Negligence team when they are investigating Clinical Negligence cases that have potentially not been appropriately managed or under settled by other firms; "Building a strong case takes a long time, there



Stephen Lambert, Senior Partner, Head of Medical Negligence in Louth

are experts to consult and witnesses to meet with – too often we see this process being rushed and not being dealt with competently, and I think that there are certainly times when defendants look at the firm bringing the claim and know that a low early settlement offer will see them off – that is not the case with us. We have an experienced team of lawyers and we use renowned medical experts to ensure that our cases are properly investigated and our clients receive the appropriate level of damages in settlement of their claim."

Partner Kathryn Hudson leads on Personal Injury work in Grimsby. "We know that we work to an exceptional standard, but it is rewarding to have that confirmed by an international organisation such as the Legal 500.

"None of this would be possible without our amazing team of assistants, secretaries, costings experts and prestigious legal

professionals. I have been with this firm from the early days and I am incredibly proud of the fantastic service we can deliver."

Bridge McFarland LLP has been recognised by the Legal 500 for many years and were delighted to be named the top law firm in Lincolnshire by Legal 500 for clinical negligence and personal injury work in 2019. This is the first time that they have been shortlisted for the highly converted 'Firm of the Year' (outside London) award, and while they did not secure the top spot they should be commended for such a prestigious achievement.

If you have any questions about personal injury or medical negligence law, or if you would like to talk to our team about a closed case that you think may have been under-settled then please feel free to get in touch with our friendly team:

www.bridgemcfarland.co.uk

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North Lincs Tyres Limited was established in Grimsby in 1994 and has grown to be one of the area's leading tyre companies. We have earned a reputation for providing a high quality and personal service to meet requirements of a wide range of customer.

Three directors who collectively have over 90 years experience in the industry manage the Company on a day-to-day basis. The fitting staff of eleven is fully trained in every aspect of tyre, battery and exhaust fitting as well as wheel alignment.

The Company prides itself on being an innovator, using the latest technology to enhance the customer service from Retail to commercial customers.

Heavy Goods Vehicles

North Lincs Tyres operate a modern fleet of Mercedes service vehicles all equipped with the latest fitting technology, 2 way radios and tracking systems.

Fleet Audit

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We offer a full 24 hour roadside assistance service both locally and throughout the UK, using the Independent Tyre Distribution Network for national coverage.



Earthmover

The area's Earthmover tyre specialists maintaining the majority of all dockside equipment as we have done since incorporation in 1994.

Forklift

North Lincs Tyres offer a full solid and pneumatic fitting service. Carrying a large variety of stock allows us to provide a fast and efficient response to all forklift tyre problems.

25 YEARS
IN BUSINESS

Wellbeing in the Workplace

All of us as human beings are vulnerable to stresses and challenges with our wellbeing and mental health, both within work and at home and the first step to managing this, like anything, is to recognise it.

Taking care of ourselves naturally makes us more resilient at handling stressful situations, but in many circumstances, this isn't solely enough. Having a positive support network, open lines of communication and resources to educate and guide us are all ways to encourage us to talk about it, and most importantly not be afraid to do so.

Now more than ever it is becoming increasingly important to understand stress – the impacts this has and how to deal with this. Corporate responsibility on this subject has been a big focus in recent years and continues to be so with more than two thirds of us admitting that our stresses, worries and anxieties are work-related.

Last year alone almost half of recorded work sickness in the UK was due to stress within the work environment, with ever growing challenges being a key factor. It's now being vital for

corporate companies to raise awareness and support for people's wellbeing at work.

Corporate organisations are now making positive changes which see forward-thinking and pro-active approaches support all areas of wellbeing, from social and physical to mental and financial aspects. All organisations are different and unique and therefore personalising and tailoring their strategies are essential to supporting employees across varied and diverse workforces. An ongoing approach in many organisations sees wellbeing policies reaching further afield with a greater purpose of connecting workplace wellbeing with the organisations values and objectives. Positive workplace cultures play a vital role to individuals and companies with most people's time spent in the workplace environment.

Both employers and employees can all assume a personal responsibility for a pro-active

approach and positive behaviours which empower us all to understand stresses and wellbeing, learning to support each other and bring out the best in our abilities.

Encouraging happy and healthy employees will promote an encouraged and energised workforce. Corporate companies continue to acknowledge that the 'one size fits all' approach doesn't work for wellbeing in the workplace, and that it's vital to understand people and their requirements for any wellbeing strategy to work effectively. Much the same is communicating these strategies, and organisations are encouraged to identify the best communication channels which are both personal and tailored to the business culture. Integrating wellbeing initiatives and fun with wellbeing strategies are all hugely successful; seeing individuals succeed in their approach to wellbeing often has a positive knock on effect.

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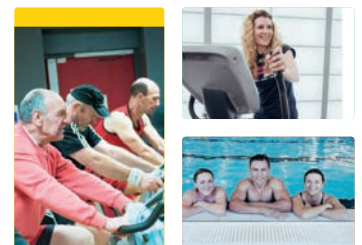
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Elemental Reflexology

One of the oldest holistic treatments in the world, reflexology is thought to date back around 5000 years.

The proprietor of Elemental Reflexology, James Andrew, said: "Every organ and structure in our body is mapped out on the soles of our feet and palms of our hands.

"Through the use of gentle massage, reflexology can stimulate up to 7000 nerves and have a direct impact on the organs they relate to."

That, in turn, has very positive, therapeutic results, de-stressing and rebalancing the whole body, he said. "Basically, it's about helping people achieve a natural state of wellness."

With each new client, he begins with a pre-treatment consultation to tailor the programme to the individual.

Beverley born and bred, James is qualified in advanced reflexology, sports massage, general holistic massage and kinesiology, the science of body movement that embraces physiology, biomechanics and psychology.

As such, a little over a year after he established the business, James already has a regular client base.

Elemental Reflexology offers a mobile service in the East Yorkshire region, so clients can enjoy treatment in the comfort of their own homes.

Alternatively, he can also be found 'in residence' at two salons in Beverley. James spends each Monday at One Hundred & One The Beauty



James Andrew

"Every organ and structure in our body is mapped out on the soles of our feet and palms of our hands."

Studio, from 10am till 7pm, and attends Salt Revive upon request, Tuesday to Friday.

Elemental Reflexology also offers a corporate service and can be booked to visit the work place to provide relaxing and restorative treatments for members of staff.

www.elementalreflexology.co.uk



Elemental Reflexology offers a fully mobile service in the East Yorkshire region so you can enjoy your treatment in the comfort of your own home.

Alternatively I am based at One Hundred & One The Beauty Studio In Beverley every Monday 10am-7pm.

Appointments can also be made at Salt Revive in Beverley on alternative dates (Tuesday-Friday) on a request basis.

We can even be booked to come into businesses and places of work to offer relaxing and restorative treatments to your hard working members of staff!

James Andrew
SNHS Dip (Reflexology)
SNHS Dip (Advanced Reflexology)

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Planners Approve Monocle Development by Allenby Commercial



The developer behind the transformation of one of Hull's landmark buildings is aiming to start work within months after securing planning permission for an upgrade which could create up to 600 new jobs.

Allenby Commercial intends to restore Monocle to the iconic status of its predecessor, the distinctive, gold-clad Europa House which has sat at the corner of Anlaby Road and Ferensway in Hull since 1975.

The 2020 vision for Monocle is to meet the rising demand in Hull city centre for modern, flexible office space which will attract a wide range of businesses by providing work, rest and play solutions.

Charlie Allenby, Development Manager at Allenby Commercial, said: "We're in discussions now with a number of potential tenants who have been attracted by the location of Monocle – offering the widest range of transport options – and by the concept of combining office space with leisure and relaxation facilities."

"Now we have secured planning permission we can press ahead with our vision of integrating Monocle into the wider city centre community. Europa House has been a landmark for more than 40 years yet was still hidden away to a degree. Monocle will stand

out for its design and will also be opened up with areas to entice and excite the public."

Allenbys have made their mark throughout Hull city centre with a portfolio of renovations which have delivered Grade A office space at Minster Corner and WORX, the acclaimed Hideout Hotel regenerated from ageing retail and office units in the Old Town of Hull, and the niche shopping, food and drink outlets created in the Victorian Paragon Arcade.

Danish Buildings and the listed Bayles House, also in the Old Town, are close to completion as small offices and studios targeted at new and growing businesses.

Monocle will meld the attributes of other Allenby Commercial developments. A key feature of the planning permission is for change of use of the ground floor of the six-storey building to provide a stylish café bar and lounge area, as well as a secure entrance to the offices above for tenants, who will have exclusive use of a roof terrace café.

Monocle's travel plan will maximise the rail

and bus links from the adjacent transport interchange, with car parking available on site and storage space for at least 20 cycles, as well as shower and changing facilities.

Charlie said: "We're delighted with the warm response we've received for our other projects in Hull city centre and we're confident people will welcome Monocle as another unique project by Allenby Commercial.

"It's another example of our strategy of renovating older buildings which have profile and character and using them to bring new jobs to Hull. From the amenity use on the ground floor to the wide range of business options on the upper floors, Monocle has the potential to create up to 600 jobs in a location which couldn't be more convenient.

"The site next to the transport interchange fits our agenda of creating a greener business space and positions Monocle as the closest office in Hull to London! We're in discussions now with some well-known businesses and some fledgling operations and we expect the space to start filling up later this year."

Danbrit Join Olivers Wharf Limited

We are pleased to announce that Danbrit Holdings, through Port Invest, have joined Olivers Wharf Limited as shareholders

Olivers Wharf, with the assistance of its new shareholder, will continue to expand their fast-growing Cement import, sales and distribution business whilst utilising Danbrit's extensive network to expand into other areas.

Olivers Wharf is an independent port facility, located in Brightlingsea, in the heart of Essex and within close reach of London and the East of Anglia region.

The Wharf can handle both Dry Bulk and Break Bulk cargoes with quayside, external and internal storage options available. Olivers Wharf operate its own stevedoring and machines for the loading / unloading of ships.

The port holds a license to handle up to 200,000 tonnes of Waste cargoes (export / import) and are currently handling Scrap Metals, Aggregates, Recycled Wood and Cement in 1.5 tonne bulk bags and 25kg bags.

Present ship size is limited by maximum dimensions of about 100m LOA, approximately 15.0m beam and 5.2m draft, subject to tides.

For further details please contact: -

Arvid Tage e-mail

arvid.tage@olivers-wharf.co.uk

or Peter Aarasin aarasin@danbrit.co.uk

www.olivers-wharf.co.uk



The Deep Business Centre Selects Dove House Hospice as Charity of the Year

One of the region's leading business centres has followed up a festive appeal in aid of Dove House Hospice by selecting the organisation as its first charity of the year.

One of the region's leading business centres has followed up a festive appeal in aid of Dove House Hospice by selecting the organisation as its first charity of the year.

Staff, clients and visitors at The Deep Business Centre will be urged to support events throughout 2020 as part of a campaign to raise funds and collected much-needed items for the Hospice.

The Business Centre has historically held events and activities in aid of a variety of charities and decided to make a special effort for Dove House after receptionist Sue Waterhouse lost her husband during 2019.

Sue said: "My husband Pete was in Dove House for a few days before he died so I have direct experience of the wonderful work they do there. Having seen how they help people I wanted to do something to support them."

The campaign kicked off in November with an appeal for people to drop off items suitable as

Christmas gifts for day patients at the Hospice and for those receiving treatment and care in the bedded unit. The initiative continued after Christmas with a plea for unwanted gifts which will be used as prizes in raffles and tombolas at fund-raising events.

Sue said: "The response to the Christmas appeal was fantastic and we were able to hand over a lot of items including toiletries, small boxes of chocolates, wine and non-alcoholic alternatives. We're now working on ideas for more events for 2020 to support a great cause."

Jethro Shearring, Regional Fund Raiser at Dove House Hospice, said: "Everyone at the Hospice really appreciates the support from The Deep Business Centre and their various contacts who have donated so generously. We're delighted that they have also selected us as their charity of the year for 2020 and we're looking forward to working with them on some exciting activities."

Chamber Patrons' Lunch at the Lord Mayor's Parlour

Patrons of the Chamber were invited to a lunch at the Lord Mayor's Parlour, in Hull's Guildhall, on Monday 16th December 2019.

The wood-panelled suite is steeped in history, with paintings, artefacts etc. displayed around the three separate ornate rooms.

Twenty guests attended this prestigious event from Patron companies, plus Chamber staff, and the Lord Mayor Cllr Steve Wilson and his Consort Mr Karl Hudder.

Speeches were made by Lord Mayor Cllr Steve Wilson and Chamber President Kathy

Fillingham. A superb meal was enjoyed by all, using specially-made 1959 Hull Chamber of Commerce crockery and each guest left with the gift of a vintage bottle of port. The lunch and the gift are provided by the Chamber each year as a 'thank you' gesture to our Patrons as they help the Chamber to provide support to the 1400 Member companies.

Chamber Patronage brings two areas of

benefit. It is a PR exercise in that the Patron companies are seen to be helping the not-for-profit Chamber in their aim to support local business. Also, Patrons enjoy numerous marketing benefits.

For further information about Chamber Patronage, please contact Bruce Massie on **01482 324976** or at **b.massie@hull-humber-chamber.co.uk**



Patrons & Staff in The Lord Mayor's Parlour
Image: Kevin Greene Photography 07980 497164



*A packed venue at
least year's event*

The Chamber's Northern Lincolnshire Business Awards 2020 Now Open for Entries

The Chamber's Northern Lincolnshire Business Awards are now open for entries!

Organised by the Hull & Humber Chamber of Commerce, with Headline Sponsors Jembuild, the Northern Lincolnshire Business Awards are open to all businesses (not just Chamber Members) throughout Northern Lincolnshire.

Now in their 19th year, there are 14 Awards and 12 categories which can be entered. Entries can be made online at www.nlincsba.co.uk and the deadline is Tuesday, 3 March.

Companies can apply for up to three Awards, assuming they meet the Awards criteria.

The Awards Dinner and Presentation evening, which will have a 'Les Miserables' theme, and After Dinner Show will be held at Grimsby Auditorium, on Friday May 15.

As well as professional entertainment from the West End, some of whom were in the recent *Les Miserables* film with Hugh Jackman and Anne Hathaway, local performing arts students from Grimsby Institute will be involved. Helen Fospero will host the Awards while Richard Askam will be our 'Master of the House' compere for the evening.

The Chamber's Northern Lincolnshire Manager and Awards organiser, Anne Tate, said: "The Chamber is looking forward to celebrating all that's good, nay great, in the business world in Northern Lincolnshire. We want our local businesses to come forward, showcase their businesses and celebrate success. Our Les

Mis theme celebrates overcoming adversity and that's so relevant in these difficult times. Have you 'Dreamed the Dream' and made your business a force to be reckoned with?"

We'd like to help you champion your business. So do take a look at the Awards website, fill in an application and press that send button.

"You never know, it could be you and your business being celebrated on the stage in 2020!"

For further information on any aspect of the Awards, please visit the dedicated website, www.nlincsba.co.uk, email info@nlba.co.uk, follow and retweet at our dedicated Twitter account @NlincsBA #NLBA20 or telephone Anne Tate on (01472) 342981.

Your Position in the Marketplace: What Makes You Different?

Everyone who has ever read a book or blog about sales and marketing, tried to break into a new industry, or really heard anything about the best way to run a business will have heard about the importance of USPs.

USP stands for Unique Selling Point and essentially means that every business needs SOMETHING to make them stand out against the crowd.

If I asked you, right now, "What makes your business different?", what would be your answer?

It can be a difficult question and something that is often hard to put into words. But most people will be able to list a few USPs and also the areas where they've had the most success.

But are these actual differences — are you really THAT different from your competitors?

The most illuminating way to find out, to me anyway, is to ask your customers why they decided to go with you rather than your nearest competitor. Find out what they think makes you different. Trust me, it can be eye-opening.

For example, if Burger King asked you what made them different from McDonalds, what would you say?

You might prefer one to the other, but at the end of the day, both serve fast food...specialising in burgers.

Speaking of McDonalds, one of the things that really stayed with me from Ray Kroc's account of his involvement with McDonald's growth is when he was asked what his business did.

As you might expect, he said that they server, burgers. But his investment coach corrected him and said that he was actually a property developer!

At the time McDonald's were (and remain) one of the largest real estate owners in the US.

And this just introduces another element in the USP question.

What do you think makes you different? What do your customers think are your differences? And now we can add: what differences matter in business?

These are questions that the big brands ask themselves all the time.

Going back to Burger King, they might say that their main USP revolves around the way they make and prepare their burgers. Their customers will say that it comes down to the



ability to customise their order. But in business terms, their main USP could be a lower threshold for franchise investment. (I just made that up for this article...please don't sue me.)

You can see that there is no 'single' USP that makes my fictitious Burger King example special. The things that make them unique are all about who is asking the question.

And this goes for everyone

Here at OpenCRM, we are, at a high level, 'just another' hosted CRM product...you have no idea how difficult it is to say that, but at one level it is true.

For some businesses, our most attractive feature is that we have a solution that can help mid-market businesses better manage the whole customer journey. So, the difference is the breadth of application and therefore its functionality in helping business achieve efficiency.

For others, it all comes down to location and personality. We are a modest sized UK business and therefore we understand the pressures of UK businesses. We're also a nice bunch of guys and gals that you as a customer can get to know, establishing a closer relationship. And that's a big USP for us when we come up against our larger overseas-based competitors.

So, when someone asks me "tell me what makes you different" I always pause for thought. Not because I don't know but because I need to understand what the question means to the

asker...what they're really asking me.

So how do you know what ALL of your USPs are?

For starters, you'll already know a lot of them. You will know WHY you wanted to start a business (or join a particular company). You'll have a good idea where you sit within the market and how you compare with your competitors.

When it comes to discovering those 'other' selling points, the best place to go (in my opinion) is direct to your customers. Through conversations, surveys, and online reviews, you will start to narrow down why they've decided to build a relationship with you. And stay with you.

Use this information to build on your existing marketing strategies and your business will grow...and then you'll have even more opportunity to find out why your customers chose you.

It's a never ending cycle.



Graham Anderson, is the CEO and founder of OpenCRM, one of the UK's leading customer relationship management systems.

openCRM

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NEW BUSINESS? ICT START UP GRANTS

Helping your business enter the digital world

Are you a new business? Grants are available to help with ICT related costs such as upgraded WIFI connectivity, software, IT equipment, first-time website costs and/or digital marketing. New business Start Up grants are now available for all ERDF eligible SMEs (less than 12 months old) through the ICT for Growth scheme.



- One-to-one advice
- Workshops, masterclasses & events
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New Arena Boosts F&B Results at Hull's Princes Quay

One year on from the new music venue opening shopping centre sees positive impact on evening trade

Since opening in August 2018, Hull's Bonus Arena has drawn a wider audience to the city, with local retailers and Food and Beverage operators directly benefitting.

Strategically located in the heart of Hull city centre, with a pedestrian link to the c.500,000 sq ft Princes Quay Shopping Centre, the arena has helped give trade a boost with evening footfall increasing by up to 27%.

The centre, which comprises 80 units over four levels, has galvanised the opportunity presented by the new venue by teaming up to offer tickets, prizes and special offers at its own leisure and restaurant destinations. 16 competitions have run across social media, reaching over 102,000 people and attracting 2650 entries.

Nando's and Pizza Express have reported significant rises in trade on performance evenings, with sales boosted by up to 40%. The centre's car park has also received a lift, with hundreds of additional visitors.

John Magee, Princes Quay Centre Manager, said: "The Bonus Arena has welcomed a wide range of visitors since opening its doors and we've been working with the venue to capitalise on the additional footfall to the city. Our retailers and restaurateurs have seen a positive impact on their trade and we're looking forward to welcoming new operators to the centre."

"The venue, alongside our 10-screen Vue cinema, bowling and Laser Quest, has given the evening economy a boost and we're always looking for ways to diversify our offer and make Princes Quay a destination for both shopping and leisure."

Bonus Arena General Manager Dan Harris said: "It has been a hugely exciting and successful first year – from that wonderful opening night with Van Morrison to packed-out performances by Noel Gallagher's High Flying Birds, George Ezra, Madness and Stereophonics, to name just four.

"The venue, alongside our 10-screen Vue cinema, bowling and Laser Quest, has given the evening economy a boost and we're always looking for ways to diversify our offer and make Princes Quay a destination for both shopping and leisure."



"We've been delighted with the welcome and enthusiasm from the residents of Hull who have been hugely supportive since day one. But we're also very pleased to see so many people coming to Hull from outside the region – and from much further afield – which is boosting the local economy in so many different ways."

200,000 people have either bought tickets for or visited the £36m Bonus Arena in its first year, which has hosted almost 100 events and performances. Visitors from all over the world have visited the 3,500 capacity multi-purpose arena, with 78 per cent of ticket sales going to people in Hull and the East Riding. Visitors from further afield have also come from Belgium, Netherlands, Spain, the US and Canada.

Princes Quay, located in the heart of the UK City of Culture 2017, welcomes over 5.4 million shoppers per year, with footfall growth consistently ahead of regional and national averages. There were six new permanent signings in 2019, including toy retailer Toytown, and leisure operator, Enigma Escape Rooms.

Following a £20m investment in 2017, which saw the opening of an outlet level bringing high street and outlet shopping together in a unique concept, the centre has gone from strength to strength. With new shop openings and additional investment from retailers across the centre, footfall has increased by 12% since 2016.

Princes Quay would like to hear from operators interested in capitalising on the centre's unique waterfront offering and has many flexible leasing opportunities available. Anyone who would like more information should contact the leasing team at Realm Ltd: leasing@realm.ltd.uk

For more information about the centre, visit: www.princesquay.com

Chamber Members Pledge Support for CASE Anniversary

A charity which supports people from the city and areas of the East Riding who have learning disabilities is looking forward to the support of Chamber Members as it plans an exciting programme for its 35th anniversary year.

CASE Training Services collected commitments from a number of business representatives after distributing pledge forms at the Chamber's November lunch at the Mercure Hull Grange Park Hotel.

More promises came in as part of the Giving Tuesday initiative at the beginning of December, and CASE Marketing Manager Steve Rusling expects to secure further support when the charity sponsors the Chamber's AGM lunch at the KCOM Stadium on Friday 28 February.

Steve said: "We're delighted with the number of business people who have committed to doing something during 2020 to support CASE during the charity's 35th anniversary year. Some have told us what they plan to do and others are going to look at the events we've planned and try to come up with something that's a great fit or that's completely different!"

"We're open to ideas and we welcome large and small activities from businesses based cross the region!"



CASE achieved an early success when it was named by the Hull Daily Mail as its charity of the year for 2020. The hope is that other businesses will make a similar commitment or even just support the anniversary year with one-off events.

Alison Ellis of business mobile phone support specialists Care to Talk said: "I was more than happy to sign the form with my pledge to support CASE during its big year. Even a little effort can

go a long way towards helping them with their important work so I'm looking forward to getting involved and to seeing the ideas that other businesses come up with."

To offer your support please email Steve Rusling at stever@casetraininghull.co.uk and to find out more about CASE and its big anniversary please visit <https://casetraininghull.co.uk/>

DoubleTree by Hilton Hull Partner with Hull Trains in a Bid to Attract Major Events

Hull Trains is all set to get on board with the DoubleTree by Hilton Hull hotel in a bid to attract large, high-profile events to the city.

The 4* hotel which opened two years ago will be working alongside Hull Trains by offering potential clients a range of special offers and discounts on travel when hosting events in the city.

News of the special partnership comes on the back of the recent £60 million investment by Hull Trains on five new high tech Hitachi trains. The award-winning operator runs 92 direct services a week from Hull and the Humber region direct to London.

Lizzie Harwood, Director of Sales and Marketing at The DoubleTree by Hilton Hotel said "We're delighted to be working with Hull Trains on this initiative to ensure that we are attracting big events to the city. The hotel boasts a purpose built events centre and is the largest hotel event space in Hull & East Yorkshire holding 1,000 people for a wide range of events. By being able to offer travel incentives we hope to



attract new events to the city that wouldn't have considered Hull in the past. We're very much looking forward to working with Hull Trains and look forward to seeing what our new founded partnership can bring to the city."

Louise Cheeseman, Managing Director of Hull Trains added: "Hull is a city which we are proud to represent and by working with DoubleTree

by Hilton Hull, we can encourage more people see what our fantastic city has to offer. Now with our new fleet of state-of-the-art Paragon trains, travel to and from Hull and the capital is more comfortable than ever. I hope this new partnership will help to bring more tourism and leisure events into the city."

The Double Tree by Hilton Hull boasts 165 modern bedrooms as well as a Marco Pierre White Steakhouse Bar & Grill and The Lexington Rooftop Bar & Terrace providing panoramic skyline views of the city. For business events the hotel has several meeting rooms as well as a large, flexible, pillar-free ballroom which can accommodate 1,000 delegates theatre style or can be divided into four different rooms for smaller events. It is the largest, dedicated hotel events space in the city covering 1,500 square metres, making it ideal for large, high profile events.

RB Opens Up a World of Inspiring Science in Hull

RB's inspiring new Science and Innovation Centre combines state-of-the-art research and development facilities with the talent and passion to drive forward the latest discoveries in consumer health.

It is RB's largest healthcare development centre in the world and the biggest single investment in the company's history.

Scientists will work with consumers to develop highly innovative products to be sold in markets across the globe, generating significant revenues and delivering huge benefits for the local and regional economy.

The centre provides a vibrant workplace, with cutting-edge laboratories, a novel sensory suite for product testing, and collaborative working spaces that encourage ideas to flourish. It will be a magnet for scientific talent and help to inspire and develop the next generation of British scientists.

RB has no less than 179 years of history and heritage in Hull and retains a powerful presence in the city. RB employs around 1,400 people in Hull, with 800 in science-based roles.

R&D teams for seven of RB's biggest brands are based in Hull, while more than 300 million consumer units, comprising 1,000 different products, including Nurofen, Lemsip, Disprin, Bonjela, Dettol and E45, are manufactured at its city site each year.

The Science and Innovation Centre is a fusion of old and new. It incorporates the Humber Suite, a historic office building dating back to the 1920s, which has been remodelled and seamlessly connected to a high-spec, three-storey facility. A listed First World War memorial, a landmark on the site, has also been fully refurbished and is the centrepiece of a new sensory garden.

At the heart of the building is the 'Innovation Pathway', a large open-plan atrium that can accommodate up to 170 people and is designed, along with other collaborative areas, to drive a culture of community, innovation and partnering.

The new centre will support RB's three-year, multi-million-pound innovation pipeline, including iconic brands such as Air Wick, Gaviscon, Nurofen, Scholl, Strepsils, Mucinex and Veet.

Scientists will work with consumers in cutting-edge facilities such as the Product Innovation Suite, where 3D projection technology can be used to create a range of consumer environments, while Skype-compatible cameras allow scientists from around the world to take part in sessions.

This novel sensory suite also includes 'wet testing' booths, such as showers and bathrooms, for trialling products such as Scholl and Veet in controlled, and private, conditions.

The centre includes 13,000 sq m of laboratories, created to bespoke specifications and employing



Bruce Charlesworth and RB's CEO Laxman Narasimhan pictured unveiling a plaque during the launch of the new Science and Innovation Centre in Hull.

technology such as the Laboratory Information Management System (LIMS) – software that automates and streamlines processes in order to reduce the risk of manual error.

In the formulation lab researchers combine the ingredients that make up RB's world-leading health products, while the analytical lab is used to test the quality and safety of products throughout their development.

A microbiology laboratory ensures the risk of bacterial and fungal interference is minimised, while in the stability facility, product samples are stored behind glass, allowing researchers to monitor how they react to various temperatures and humidity levels over time.

Hundreds of sensors placed around the building feed information to a central control system, ensuring that, in the laboratories, optimum conditions are maintained at all times.

When studies in the labs are successful, researchers will use a 10th-scale pilot plant – a mini factory that mirrors full-scale manufacturing processes – to make a test batch of the new product, without having to break into production lines at the main factory. This efficiency allows RB to speed up the process of delivering new products to market.

Dr Bruce Charlesworth, Chief Medical Officer for Relief, Hygiene and Wellness who heads up the Hull site, said: "As a leading consumer health and hygiene company, RB's mission is to create innovative solutions for healthier lives and happier homes. The new Science and Innovation

Centre supports that mission, helping us identify unmet needs and create superior solutions that put self-care in the hands of consumers around the world.

"One of the many exciting practical advances is our new tenth scale pilot facility. It's essentially a mini factory in which we can develop, scale-up and validate the manufacturing processes for our innovations without interrupting our vital factory lines.

"It's this sort of best practice that we're championing here in Hull to be cascaded across the RB network. We're all about local focus with global impact and the new Science and Innovation Centre is a true leap forward for us in terms of our research and development capability."

The Science and Innovation Centre will help RB to attract and retain the best scientists with a focus on improving lives through discovery and development. Over half of the company's Hull-based employees work in science, and 48 per cent of the global R&D workforce is based in Hull.

Tony Earl, R&D Facilities Manager, said: "This significant investment has enabled us to transition to a state-of-the-art centre designed purposefully for R&D.

"Healthcare is a changing workplace and the construction of this facility propels RB to where we need to be in terms of healthcare capability. It is a great platform for us to move forward with R&D in the future and develop innovative solutions for consumer healthcare needs."



Slawek Jagiello (BDM), Sylwester Raczynski and Emil Raczynski joint directors of SBR Eco Limited.

Revolutionary Heating Product Launched

A Hull firm is preparing to launch a brand new heating product, iHelios into the property and construction market. This is set to revolutionise the way homes and commercial properties are heated.

Hull based businessmen, Sylwester Raczynski and Emil Raczynski are the sole UK suppliers of radiant heating product, iHelios. The brothers are delivering a low cost, eco-friendly heating film installed within walls, floors and ceilings. The product has been developed for home owners, reducing their carbon footprint, as well as for landlords and property developers who want to cut down on the cost of their investments.

iHelios, provides a simple alternative to traditional heating system, replacing gas boilers. It uses a patented thermal film, concealed within the walls, ceilings and floors of a building to provide a heat source which emits radiant heat throughout the room, instead of temporarily heating the air.

Infrared radiation takes heat directly to the human body, furnishings and other objects in the room, even if the air still feels cool. This process consumes much less electricity than heating the entire volume of a property for occupants to be comfortable.

Sylwester and Emil Raczynski run a successful construction firm in Hull, SBR Refurbishment Limited and have set up SBR Eco Limited to manage the new range of heating products under the brand of, iHelios. Their team has already installed iHelios in a number of property developments, heating to rooms up to 20 degrees celsius in minutes. Sylwester says:

"It is time to opt for an alternative way to heat our homes and commercial premises, without using the conventional heating systems that cause damage to the environment."

"Radiant heat is already widely available across Europe and we expect this type of heating to become the norm in new property developments."

"We have spent the last year researching the market and various international suppliers to understand more about the products that are available within the sector. Our innovative heating system is based on infrared and is now being supplied to private residential

home owners, contractors, landlords and property developers."

"We have wowed lots of clients with the efficiency of iHelios. It is so simple to install and provides almost instantaneous heat, with very low energy usage."

"In 2025 the installation of gas boilers will no longer be permitted. This means by installing iHelios our clients will already be ahead of the game, while local authorities and development companies research other ways to achieve this 2025 target."

"Our ethos is to provide an eco solution which makes a viable contribution towards decarbonisation in the UK. With the terrifying prospect of the planet heating another 1.5 degrees celsius, our mission is to mitigate the need for old fashioned heating systems for good."

"We invite anyone interested in alternative heating systems to meet us and see iHelios in action."



BREXIT UPDATES

From 1st February 2020 the UK is no longer a member of the EU, and we have entered an implementation/transition period that lasts until 31st December 2020.

During this time there will be no changes to the terms for trading with the EU or the rest of the world, unless the rules change for the whole of the EU. This means EU rules for customs, VAT and excise will continue to apply to the movement of goods and trade for this limited time. There will be no new customs procedures at present.

The Hull and Humber Chamber of Commerce is your point of contact for Brexit related queries. We can advise, provide extensive training and supply the correct documentation. The Hull and Humber Chamber wishes to make sure that all our Members and customers are prepared.

We have a dedicated Brexit page on our website for our International Traders which contains useful information, links and updates regarding the UK's exit from the EU.

<https://www.hull-humber-chamber.co.uk/pages/brexit>

If you do experience any problems with your export documentation being refused during the implementation period, please do get in touch with the Export Documentation Team at the Hull and Humber Chamber as soon as you can. Any instances of documents being refused by any country will be reported to the British Chambers of Commerce which has a fast response system in place to address any issues and try to rectify the situation as quickly as possible.

HMRC Extends Customs Grant Funding Deadline

HM Revenue and Customs (HMRC) has extended the deadline for businesses to apply for customs support funding to 31 January 2021.

The scheme, first announced in September 2019, had been due to close on 31 January 2020. To date, applications have been made for around £18.5 million out of a possible £26 million – meaning there is at least £7.5 million left to claim from HMRC.

As well as supporting recruitment and improved IT capability, the money applied for so far could potentially fund nearly 15,000 training courses to help traders submit customs declarations.

Jesse Norman, Financial Secretary to the Treasury, said:

“The UK will be leaving the single market and customs union at the end of 2020, and businesses will need to prepare to submit customs declarations.”

“Customs agents, freight forwarders and fast parcel operators can take advantage of the extended period by applying for grants to help them scale up and get ready.”

“Customs processes can be handled by a business directly, but most businesses currently trading outside Europe use a customs agent.”

“From 1 January 2021, the way businesses trade will change, and they'll need to prepare for life outside the EU, including new customs arrangements. For example, businesses will need to make customs declarations to import and export goods between Great Britain (GB) and the EU once the UK is outside of the EU's customs territory.”

Training Course Programme 2020

Please see the following programme of training courses available through the Hull and Humber Chamber of Commerce:

UK Export Controls and Licensing

This course is designed for anyone working in an export environment needing to understand how to determine if a licence is required, whilst guiding delegates on the type of licences available and application procedures.

Thursday, 26th March 2020

Customs Declaration Training

This training will highlight what you need to know to complete customs declarations accurately and efficiently.

Thursday, 23rd April 2020

Import Procedures (BCC Accredited)

Delegates will learn about the import process from initial contact with potential supplier to the import customs clearance process to ensure receipt of goods in time and within budget

Thursday, 30th April 2020

Commodity Codes

This course guides you through the process of accurately using the Tariff and applying the correct commodity code / HS code for your product.

Thursday, 7th May 2020

Customs Compliance, Procedures and Documentation (BCC Accredited)

This one day course is designed to increase understanding of customs procedures for both imports and exports. It will consider the impact of the latest UK Customs Procedures as they have evolved under the Union Customs Code and will explain in detail your obligations and responsibilities to HMRC.

Thursday, 14th May 2020

Export Documentation / Understanding Export (BCC Accredited)

This one day course provides delegates with the necessary skills and knowledge to prepare and process documents encountered when exporting goods overseas. It is fully supported with user friendly notes to ensure they can operate effectively in the workplace.

Thursday, 11th June 2020

Preference Rules of Origin (BCC Accredited)

This half day course takes an in-depth look at the rules of origin, providing clarity between preference origin and non-preference origin and how to establish where goods originate 'officially'.

Thursday, 18th June 2020

A Beginner's Guide to Exporting

Do you understand what documentation is required to export and import goods?

Thursday, 6th August 2020

e-zCert Workshop

The e-zCert system offers exporters a quick, easy and efficient way to process export documentation directly online. This half day training workshop is for anybody who wants to start doing their documentation online, or who would like to train new staff, or who simply wants to brush up their skills and knowledge.

Thursday, 13th August 2020

We do regularly update our training programme according to demand and international economic relations. If you would like to discuss any of the above, or if you have particular training requirements, please contact Lorraine Holt at l.holt@hull-humber-chamber.co.uk

Andrew Jackson Advises on Multi-Million Pound Vessel Purchase for Extreme E Racing Series

The shipping and transport team at Andrew Jackson Solicitors LLP announces that it has advised the company behind the Extreme E off-road racing series on the acquisition of a multi-million pound vessel 'ST HELENA'.

The vessel, which is currently being transformed into a state-of-the-art carrier, is to be used as the main hub and operations paddock in the new Extreme E series, as well as transporting the motorsport's electric-powered cars and racing teams around the world.

Dominic Ward, partner and head of shipping and transport at Andrew Jackson, along with paralegal, Rebecca Hardy, advised St Helena LLP on the purchase of the 6,767 gross tonne vessel, which was previously used to transport armed guards to protect international fishing and shipping vessels from the threat of piracy activity off the coast of Somalia, Africa.

Dominic Ward said: "We are delighted to have provided legal advice to our client on this significant purchase, which was completed within a tight deadline and involved changing the vessel's flag. We're also very pleased to have been involved in this exciting project, which highlights the development of electric vehicles as part of the solution to the issue of climate change."











































Audiences and Local Businesses Give the Gift of Theatre at Christmas

Since November 2019, public donors and corporate sponsors have raised over £2,500 during Hull Truck Theatre's festive fundraising appeal.

The generous donations received will enable Hull Truck Theatre to continue their community outreach work via the Give the Gift of Theatre scheme. So, thank you to everyone who donated, you have made all this possible.

The scheme focuses on ensuring local communities have equality of opportunity to access theatre, especially those who might face multiple and varied barriers to attending or participating in our work. In particular, it enables young people to enjoy the magic of theatre performance, many for the first time. Other ways in which the funding might be used include:

Delivering half-term workshops for 3 - 6-year olds in Orchard Park and Thornton Estate in Hull.

Live streaming more performances into hospitals and care homes.

Supporting children aged 3 - 6 from disadvantaged areas of Hull to attend Great Adventures in Storyland with their families.

Providing bursaries for young people aged 8 - 21 to join our youth theatre.

Helping school groups from disadvantaged areas of the region to attend our Christmas show. Funds raised in 2018 enabled over 350

local young people to see Peter Pan and How To Fly Like A Reindeer this Christmas, thanks to our partnership with Hull and East Yorkshire Children's University.

As well as donations made by the public, this all would not be possible without support from our Spotlight Partners; Alessandro Caruso Architects, Andrew Earles Holidays, Copy Print Scan LTD, DoubleTree by Hilton Forest Pines Spa & Golf Resort, For Entrepreneurs Only, IT@Spectrum, The One Point, Rollits LLP, Sign Services, St Stephen's Centre, Unite the Union and Williamsons Solicitors.

Ruth Cooke, Director of Communications at Hull Truck Theatre, said: "Thanks to the generosity of our audiences and local businesses, hundreds of young people and residents of disadvantaged communities will be able to enjoy the transformative experience of live theatre. Whether by seeing a production or taking part in drama activities, we know that engagement with the arts has positive benefits for wellbeing and feeling connected with family, friends and society. These donations help to ensure equality of opportunity for our local communities, especially those who might be

facing multiple and varied barriers to getting involved."

"Huge thanks also to our partners, Hull and East Yorkshire Children's University, whose support has meant that hundreds of young people enjoyed a visit to one of our Christmas shows this year."

Natasha Barley, Director of Hull & East Yorkshire Children's University, said: "It's a pleasure to work with Hull Truck Theatre to provide children from disadvantaged communities with the opportunity to attend the theatre. For most of these young people it is their first time going to the theatre and the opportunity can inspire a love of theatre that means that they will be more likely to attend the theatre in later life. It may also inspire them to think about careers in the theatre. We are proud to work with in partnership with another charity that is community minded and that gives back to children that really need their support. The quality of the productions at Hull Truck are of a very high standard and the children love seeing the performance."

Hull Truck is a Registered Charity (Registered Charity No.269645).



Chamber President Kathy Fillingham (second left) with the Chamber's North East Lincolnshire Area Chair Michael O'Flynn with LinkedIn speakers Lucy Davies (left) and Lucy Kerr

Grimsby Gets LinkedIn to New Opportunities with Chamber Community

The world's oldest professional network, LinkedIn, has been using Grimsby as something of an experiment in recent months to explore how the power of community can help people access new jobs across a small community.

LinkedIn's Lucy Davies and Lucy Kerr travelled up from London to join the Chamber for a speaker lunch at the superb new facilities at the Stallingborough Grange Hotel, near Grimsby.

They told their audience that the LinkedIn platform had helped to bring a traditionally close community, even closer, with 'Grimsby United' supporting people in search of a new job or looking to grow their business. LinkedIn has also sponsored Grimsby Town FC in its first football sponsorship deal and launched a major cinema advertising campaign.

The LinkedIn presentation highlighted Fastline Shellfish of Grimsby as a case study, having helped owner Darren open up new markets in China for his seafood products.

With the slogan 'Whatever you're in it for, we're in it together', they highlighted some of the challenges facing businesses and interesting statistics. For example, SMEs account for 99.3% of all private sector businesses in the UK, and 41% of those businesses struggle to recruit the right kind of staff, a figure reinforced by the Chamber's Quarterly

Economic Survey results. Technology is critical to growth of their businesses for 71% of SMEs.

LinkedIn itself is a US company and in its 20 years has become the world's oldest professional network, but, as Chamber President Kathy Fillingham highlighted, nothing beats personal connections and talking to each other, but digital networking can be a great help to businesses.

Lucy Davies told the Chamber's lunchtime guests that 660 million people now use LinkedIn in 32 million companies spread over 20 million jobs and they have created 8 million pieces of content.

Other benefits include job posting and recruiting, sponsored content, shared B2B and B2C marketing, sales solutions, learning sessions and Glint – its people success platform which leverages real-time people data to help global organisations increase employee engagement, develop their people, and improve business results.

In the UK, 27 million residents are on the

platform, and 11 million of them are decision makers. This includes 240,000 IT decision makers and many of those people are likely to share a post. Incredibly, we Brits scroll over 96 metres of content, which, if put end to end, is taller than Big Ben or the Statue of Liberty.

Lucy went on to give a master-class of how to build a company page, and offered her favourite quick tips – get visual and keep it short and sweet. 'Snackable' stats can work wonders and she advised guests to be concise, use imagery, be relevant, and test and refine what works for you.

Chamber President Kathy Fillingham thanked the LinkedIn ladies for their presentation and highlighted the recent launch of the Northern Lincolnshire Business Awards which are now open for entries. Anyone interested in finding out more about the Awards can visit nlincsba.co.uk

You can find the Chamber's LinkedIn page by clicking here www.linkedin.com/company/hull-&-humber-chamber-of-commerce or ask to our join our Members group here <https://rb.gy/w9wtvy>

Expansion for Alan Boswell Group

Insurance brokers Alan Boswell Group have recruited seven new members of staff at their Laceby office near Grimsby, following the closure of the nearby branch of Jelf.

The group are delighted to welcome their new starters, who will take on a variety of roles focussed on commercial insurance. The expansion emphasises the group's commitment to Grimsby and the local business community.

From their Laceby office, the group are less than 15 minutes' drive from the centre of Grimsby and have easy access to the surrounding area. Chris Gibbs, Managing Director for the group, said: "We value building long-lasting relationships with our clients, and our office is in a great position for face-to-face meetings. We want to be the natural choice for friendly, expert advice on insurance and financial planning in Lincolnshire."

The staff moving to Alan Boswell Group are joining more than 360 other employees based across Norfolk, Suffolk, Cambridgeshire and Lincolnshire. The group is one of the largest insurance brokers in East Anglia, and within the Top 10 Independent Insurance Brokers in the UK.

To find out more about the group, visit alanboswell.com or call **01472 872872**.



Building for The Future with New Palletiser

Yorkshire's premier contract manufacturer and packer is 'building for the future' with a multi-thousand pounds investment that will also reduce its employees' risk of manual handling related injury.

Grotech Production Ltd in Goole, which develops and produces specialist bespoke powder, granule and liquid formulations for the agrochemical and general chemical industries, has recently invested more than £110,000 in a new palletiser.

Fully automated, the palletiser replaces an operation previously done by hand, picking up packed cartons and placing them precisely on a pallet ready for stretch wrapping and subsequent shipping.

Martin Usher, Grotech's MD, explained the palletiser is the first significant step in a series of investments the company is looking to make in new equipment and ways of working.

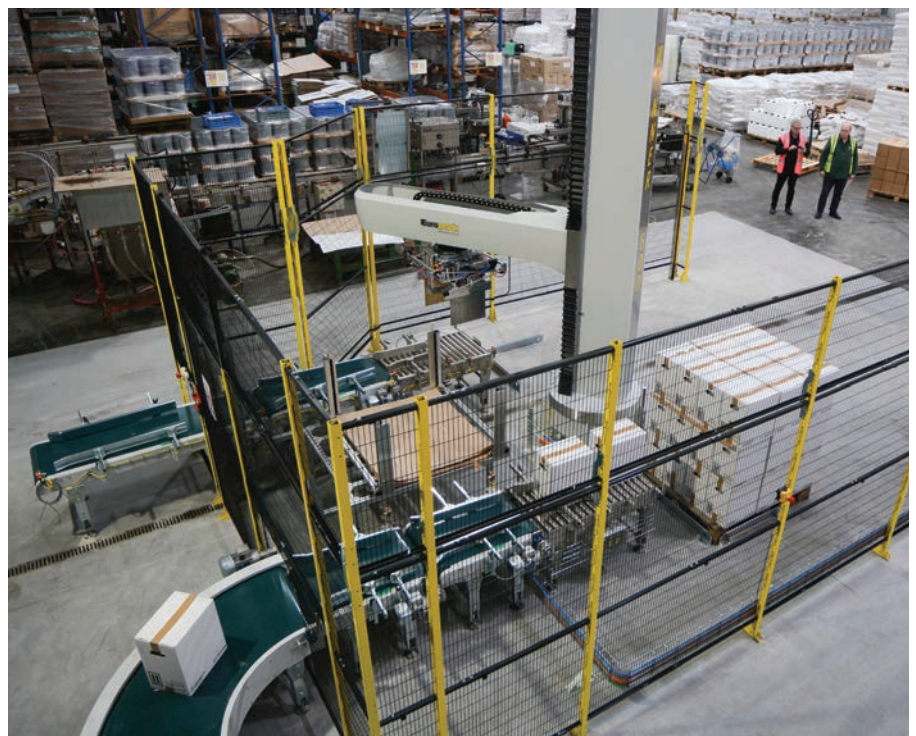
"We are building for the future," he said. "We want to be able to run our filling lines faster and more productively but to do that we need to automate more to enable other areas of the production process to keep up."

The new palletiser comes on top of a £20,000

investment made by Grotech last year in other areas of new equipment also designed to bring added operational efficiencies to the business. This included a vacuum sack lifter to enable the safe movement of heavy sacks of raw material and finished product which, like the new palletiser, has tremendous health and safety benefits.

"The palletiser takes out of the business more of the back injury related risk associated with lifting boxes, sometimes as much as 25kg in weight, and loading them on to pallets. The pallets will be loaded in a neater, more consistent fashion and we will also be able to put more weight in the boxes if the customer requires it," explained Martin.

"Grotech is continuing to go from strength to strength and we are busier than ever. Our ongoing investment in new equipment and processes will help ensure we are well placed to meet the needs of our customers efficiently and cost effectively."





(L-R): Ellie Robinson, David Everatt and Emma De Halle

First Class Students Celebrate Accountancy Qualification

Forrester Boyd Chartered Accountants are delighted that Ellie Robinson and Emma De Halle have passed the final examination in the Association of Chartered Certified Accountants (ACCA) and are now fully qualified chartered certified accountants adding more valuable members to the growing team.

Ellie, a former Humberston Academy student joined the practice's Grimsby office in 2014 as a trainee. She has worked very hard and sat numerous exams to get to this point in her career and is looking forward to developing her relationships further with clients and professionals and the opportunity to take on more responsibility.

"I enjoy accounts preparation jobs the most as every job is different, however in the future I have also considered specialising in Tax. I feel passionate about being able to deliver a helpful service in a timely manner to clients and making myself approachable" said Ellie. During her training Ellie has gained experience in accounts preparation, auditing, payroll, bookkeeping, management accounts and corporation and personal tax.

Working in the Louth office is Emma De Halle, another former Humberston Academy

student, who joined the practice in 2014.

During her four year training programme, Emma has been working within the Agricultural sector with the team in the Louth office developing her skills and knowledge in this area. "I mainly provide services to agricultural clients, however I do also work with a varied portfolio of clients. This includes carrying out audit services where I enjoy visiting clients' premises, meeting new people and understanding how our clients operate. I am passionate about delivering an efficient service to clients whilst offering clear and helpful advice" said Emma.

Forrester Boyd's HR Manager, Chantelle Rogers, said "We are delighted to add another two qualified Chartered Certified Accountants to our exceptional teams. Emma and Ellie have worked extremely hard to get to this point. The training programme is intense with a lot of study and exams to contend with on top of their usual day-

to-day work. Both should be extremely proud of this fantastic achievement. We pride ourselves on delivering an exceptional training programme for our students to provide them with all the skills and experience they need as a Chartered Certified Accountant."

Philip George, Forrester Boyd's partner responsible for training, said "Emma and Ellie have done extremely well and this is yet another example of the success of our strategy in recruiting and developing home grown talent. This, combined with excellent accounting tuition, allows Forrester Boyd to continue to recruit, develop and retain top quality accounting staff."

Forrester Boyd is one of the leading independent chartered accountancy practices in Lincolnshire and the Humber region, with over 160 staff based at offices at Grimsby, Louth, Scunthorpe, Skegness and Beverley.

SMARTech Energy Acquires Minimise Ltd

Wiltshire-based SMARTech energy expands operations in the north of England with the acquisition of energy management specialist, Minimise Ltd.

Corsham-based SMARTech energy Ltd are delighted to announce the acquisition of Minimise Ltd and the set-up of offices within The Centre for Digital Innovation(C4DI) building in Hull.

Founding Director of SMARTech energy, Stuart Pearce formed the company in 2014 with the objective to build a business that would offer complete energy management and reduction for commercial businesses. Since then, the company has firmly established itself as one of the major players in the energy management and reduction sector - typically reducing a commercial organisation's energy consumption by 30%-50%.

The demand for energy efficient technologies, together with a reputation of excellence has meant that the company has evolved into a leading supplier and installer of more than 30 low-carbon technologies; covering LED lighting, energy monitoring, heating and cooling solutions and power management optimisations.

Stuart Pearce, Managing Director of SMARTech energy, said "With consistent growth over the past five years, the focus for SMARTech energy is to continue to address the significant demands and mounting pressure on organisations, in both the public and private sector, to cut carbon emissions and reduce energy costs. The acquisition of an energy management specialist in the north of England allows us to expand our service offerings across the UK."

Stuart continues "We believe there will be strong benefits to SMARTech energy's customers with greater resources and manpower and are delighted to welcome the team on board - and equally excited to bring their skill set and market specialism to SMARTech energy."

Leigh Everington, Director of Minimise Ltd, stated "SMARTech energy offers organisation's the widest range of energy saving technology available in the UK market-place and we look forward to working with Stuart and his team over the coming years to deliver energy efficient solutions to UK businesses."



Andy Mayo (left) and Tony Kirby

Local Transport Projects Celebrates 15 Years in Business

Local Transport Projects (LTP) has celebrated 15 years in business during which time it has grown from small start-up offices in Beverley into one of the country's leading independent transport planning and traffic engineering practices.

Founded in November 2004 by co-directors, Tony Kirby and Andy Mayo, LTP has since worked with over 770 different clients completing nearly 3,000 jobs, including 565 transport assessments and 545 road safety audits, while expanding from a team of two to more than 20 employees today.

Mr Kirby, director, said: "We are incredibly proud to have reached such a significant milestone and come such a long way since we started LTP, which has proven itself across the full spectrum of transport planning and highway engineering work with a very varied list of clients and contracts."

Now headquartered at the Flemingate Centre, Beverley, LTP operates throughout the UK, including in England, Northern Ireland, Scotland and Wales, having won contracts such as a city-wide Cycle Network Plan with Cardiff Council; Transport for London's (TfL) Motorcycle Highway Design Handbook, and TfL's Quietways cycle routes with Sustrans (see: <https://www.local-transport-projects.co.uk/portfolio/london-quietways/>); it has also won places on the YORConsult, AGMA, WYCA, Scotland Excel and ESPO framework contracts.

Its local authority and private sector work includes transport planning and highway design for large new schools across London and the South East; transport assessment and work

place travel planning for RB's new £105m research and development centre of excellence in Hull; transport planning for a major residential scheme in Nottinghamshire, and numerous commercial and retail developments throughout Yorkshire.

LTP has established a name for providing the very best professional traffic engineering, transport planning and highway design services, with clients such as: Aberdeen City Council, Barratt Homes, Beal Homes, Derbyshire County Council, East Riding of Yorkshire Council, Flintshire County Council, Glasgow City Council, Hull City Council, Keepmoat Homes, Morgan Sindall, Persimmon Homes, Renfrewshire Council, Royal Borough of Greenwich Wykeland Group, and Siemens Gamesa.

Andy Mayo, director, said: "As a professional service organisation, our customers are our highest priority and our staff are the most important asset. Since we set up, we've always looked to employ people who bring value to our customers' projects through their own flair and enthusiasm.

"We have experienced many achievements and laughs along the way and have worked with some wonderful people.

"We'd like to take this opportunity to thank everyone who's worked with us in the past."

Two Partners at Hull Accountancy Firm Named Amongst Profession's Top Under-35s

Two partners at Hull-based accountancy and business advisory firm, Smailes Goldie Group, have been included in a prestigious list of the UK's top accountants aged under 35.

Luke Taylor and Mike Stocks have been named on Accountancy Age's 35-under-35 2019 list in 20th and 29th places respectively.

Luke and Mike both joined Smailes Goldie Group as trainees in 2009, before qualifying in 2012, being promoted to Manager in 2014. In 2016 they were made Associates and became Partners in 2017.

Mike is a specialist in corporate finance transactions, with strong experience in acquisitions and disposals, due diligence and corporate restructuring.

Meanwhile, Luke has overseen the firm's efforts to bring the benefits of cloud accounting to its clients and also jointly leads its innovative SG Blueprint consultancy service.

Luke said: "It is great to have been named amongst the UK's top young accountants and to

have made the list alongside Mike.

"It speaks volumes for the quality of the professional training programme here at Smailes Goldie Group that we have both progressed in our careers so quickly and have now received this important external recognition."

Mike added: "I am delighted to have been included in the list alongside Luke. The professional training here is second-to-none and this is borne out by the fact we have both reached this level at the same time."

Ian Lamb, Managing Partner at the firm, said: "We are all thrilled for Mike and Luke in making the 35-under-35 list.

"The recognition they have received is well-deserved and I doubt it will come as any surprise to our clients."



Mike Stocks



Luke Taylor

Sutcliffe Consulting Engineers Celebrate 20 Years in Business

Building Services Consultancy Sutcliffe Consulting Engineers celebrated their twenty year anniversary in business this January 2020.

Sutcliffe Consulting Engineers started in 2000 and in that time has worked on over 6000 projects, including projects in Europe and the Middle East to flourish in their building systems design. Starting solely with Stephen Sutcliffe, the company now employs 11 staff members and its office is based on Caroline Place, in the Hull city centre. When Steve retired in 2018, the company was placed in the capable hands of Richard Farrow.

Employing a carefully curated team, Sutcliffe Consulting Engineers has always held pride in being a place for learning and development. Engineers are welcomed into the company at varying levels and given support to excel in their studies and field of interest. Each Engineer is given a myriad of skills to help them deliver significant expertise in the design and supervision of building services design.

Managing Director and Mechanical Engineer, Richard Farrow prides himself on his forward thinking approach to Building Services Engineering which has made



James Nicholson (left) and Richard Farrow

Sutcliffe Consulting Engineers one of the top performing Building Services Consultancies in the East Yorkshire region. With a fair and transparent approach, Richard remarks on the 20th anniversary stating:

"For any company to remain in business for over 20 years is a remarkable feat and for

ourselves this is credit to the way Stephen and Sharon Sutcliffe operated the company from its inception in 2000 to their retirement in 2018. As Managing Director, I am proud to have taken over the day to day running of a company with excellent foundations and reputation. The hard work put in by Steve and Sharon, and all our valued members of staff over the years to build our reputation, continues to ensure our success and longevity through good working relationships with clients and quality of work. With the support of my fellow Director, James Nicholson, we aim to build on this success over the coming years."

Working in numerous sectors, such as Education, Healthcare, Heritage and Industry, Sutcliffe Consulting Engineers are able to assist on a variety of projects. With their training in BIM, they're now looking to expand this skill in to further fields.

We anticipate seeing more developments from this company in the future and will watch with interest.

HullBID Businesses Joining Forces with New Crime Prevention Scheme

A crime prevention system which pulls together businesses, the police and the City Council to track offenders and share information is already proving a big success among city centre traders.

Around 40 businesses registered to join the DISC scheme even before its official launch just before Christmas and within a week a further 100 members had signed up. Now the aim is to roll out the project across the city centre and create a quick, efficient crime-fighting network.

The DISC scheme is operated by the new Hull City Centre Security Partnership, which includes HullBID, Hull City Council, Humberside Police and individual businesses.

The project has been funded by the Humberside Police and Crime Commissioner's office and the Hull Community Safety Partnership with the aim of emulating the success of similar schemes elsewhere in the UK.

Lilla Bathurst, who is managing the scheme in Hull in her role as HullBID's Business Liaison



Officer, said the aim is to reduce business crime and anti-social behaviour in the city centre.

DISC can be operated from a desktop computer or as an app from mobile devices. It is easy to use and enables participants to log information about crime and offenders quickly, and to share the intelligence with other

members. It can be used to monitor developing situations and to identify regular offenders, assisting the management of exclusion schemes and updating members with news and alerts.

Kathryn Shillito, HullBID Executive Director, said: "The data shows that businesses welcome DISC and recognise it as a valuable tool in the fight against crime. Not only are they signing up to the scheme, they are also making good use of it, logging in regularly and using it to report incidents, update information on the activities and movements of known offenders and communicating with others in the network."

To find out more about DISC and the Hull City Centre Security Partnership please contact Lilla Bathurst on 07719 519314, email

Lucilla@hullbid.co.uk

How One Hull Business is Defying the Doom-Mongers and Expanding into Europe

The Leather Repair Company, headquartered in Hull, is expanding its operations into Europe. A new office in Belgium opened earlier in 2019. And there are plans for offices in Germany and Holland, followed by Poland and Russia.

But with Brexit having taken place, shouldn't businesses be cautious about European expansion?

Not so, according to Richard Hutchins, The Leather Repair Company's charismatic managing director, who's fed up with the doom and gloom surrounding the UK's departure from the EU.

"Come out. Stay in. We're expanding come what may," says Hutchins. "Too many businesses are focusing on what may or may not happen. They should be focusing on their business instead. My advice to businesses? Make the best of the situation and carry on."

The Leather Repair Company has offices throughout the UK and offers a leather repair service for everything from leather jackets and trousers to leather sofas and car interiors. Home visits are carried out by leather repair technicians who are franchisees working for themselves.

Hutchins plans to repeat this business model throughout Europe.

"We're really careful about who we award franchises to. Franchisees must be full of character, trustworthy, have a sense of humour and be able to get on with people. They're going into people's homes, so they need to be personable."

Franchisees follow a rigorous training programme before becoming qualified as technicians. There are currently 19 people going through the programme in Belgium, with attendees from across Europe.

"We want to provide training for local people and create jobs in the area," says Hutchins.

Have there been any challenges so far? "Not at all," says Hutchins. "Language hasn't been an issue. I speak French and a smattering of German. And the staff in our Brussels office speak English. Our only challenge is keeping up with all the work. These days people are keen to



repair and restore rather than throw away. And that's good for business."

So are there plans to go further afield?

"Absolutely. We're booked into a number of US trade shows in 2020 and we have plans to open an office in Orlando, Florida."

For this successful East Yorkshire firm, it's a "b*gger Brexit" approach according to Hutchins, and full steam ahead with expansion plans.

New Members

Ancora Law Ltd

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Hull
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Solicitors

Aspray Hull

Kevin Cook
Beverley
07835 202168
Loss Assessor

Awaken IT Ltd

Mr Andrew Lee
Brough
0333 335 5250
Managed IT Provider

Beckett Planning Solutions (BPS) Ltd

Mark Beckett
Humberston
01472 429400
Project Planning

G A Business Services Ltd

Graham Allen
Grimsby
07432 801119
*Consultancy Services - Strategic Planning/Work
Winning/Procurement*

Intral Europe Limited

Leslie O'Callaghan
Hull
01482 587287
*International Logistics and Documentation
Service Provider*

JayJay Media

Joe Sargieson
Hull
01482 667490
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Lisa Fleming Communications

Lisa Fleming
Horkstow
07717 586948
Communication & Public Relations Consultancy

Martin House Children's Hospice

Rosie Mellor-Silvester
Wetherby
01937 844569
Charity

MSC Wellness

Mr Neil Sunley
Beverley
01482 679847
Mental Wellbeing Workshops for Employees

Offpolly Community Interest Company

Jacob Hill
Hull
01134 575 202
Recruitment (People with Criminal Convictions)

Pinnacle Digital

Daniel Hales
Scunthorpe
01724 231159
Digital Marketing

Premier Asset Finance

Andrew Casey
07825 990570
Business/Consumer Finance

Production Support 56

Mr James Deane
Grimsby
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Business & Process Improvement Consultancy

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Nigel Waumsley
Hull
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Architects, Principal Designers & CDM Advisers

Resolve Asset Management Ltd

Daniel Robinson
Hull
01482 273327
Asset Management/Exhibition Work

Smartech Energy

Jo Spry
Hull
01482 688555
Energy Management & Reduction Specialists

SPOTON Software Training

Paul David Southern
Habrough
07802 567170
Graphic Design Software Training





Hull Charity Given Lottery Lifeline

Local charity Special Stars Foundation has been awarded a £480,447 lifeline from The National Lottery Community Fund, allowing it to continue for at least another three years.

The money will provide learning and social opportunities for people with various disabilities who struggle to access mainstream activities in their community.

It will also help parents and carers, delivering seminars and training courses to give them the skills they need to find the right provisions for the person they care for. The charity will also run regular support groups and advice sessions.

Special Stars was founded in October 2012 by Natalie Barnes, who is now its Charity Manager. Natalie has two sons with Autism and was frustrated by the lack of provisions for them, so set up a playgroup for children with special needs. That playgroup soon grew into a charity which has gone from strength to strength over the past seven years, increasing the range of services so

that disabled people of all ages and abilities can participate in activities.

The charity supports 1,442 families, including 4,233 individuals affected by disability. It receives around 10 new registrations every week.

Special Stars Foundation founder and Charity Manager, Natalie Barnes, said: "I was thrilled when I got the news. This is so important for all the charity's service users. Without this money we would have had to cut the services we provide to local disabled people drastically. This will help us to move forward in new and innovative ways."

To find out more about Special Stars Foundation, visit the website www.heyspecialstars.co.uk or contact us on **01482 227657** or **info@heyspecialstars.co.uk**

"I was thrilled when I got the news. This is so important for all the charity's service users. Without this money we would have had to cut the services we provide to local disabled people drastically. This will help us to move forward in new and innovative ways."



Chamber Events Diary 2019/2020

Chamber Goole & Howdenshire Business Excellence Awards

Friday 21 February 2020
Goole High School Conference Centre

AGM / Members' Speed Networking and Lunch

Friday 28 February 2020
KCOM Stadium, Hull
Sponsored by CASE

Chamber Budget Breakfast, with streets Chartered Accountants

Friday 13 March 2020
Venue: Country Park Inn, Hessle

Members' Speed Networking and Lunch

Friday 27 March 2020
Venue: Oaklands Hall Hotel, Laceby, near Grimsby
Sponsored by Seafood Grimsby & Humber

Members' Speed Networking and Lunch

Friday 24 April 2020
Venue: DoubleTree by Hilton Hull

Chamber Northern Lincolnshire Business Awards

Friday 15 May 2020
Grimsby Auditorium

Chamber Expo 2020

Wednesday 3 & Thursday 4 June 2020
Bonus Arena, Hull

Take advantage of your Chamber Membership to attend the wide range of events we organise to help you meet potential. Clients and develop valuable business relationships. Please note that dates are subject to change. An up-to-date events diary is available on our website

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